

**DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT****OUR MISSION**

Provide leadership, policies and programs to preserve and expand safe and affordable housing opportunities and promote strong communities for all Californians.

PROGRAM TECHNICIAN

Registration & Titling - Call Center

\$2029-2648

Permanent/Full Time*

Final Filing Date: January 29, 2003 or Until Filled**DUTIES:**

Under the close supervision of a Supervising Program Technician II, the incumbent will answer calls on an 800 line relating to the Registration & Titling Program and prepare paperwork and applications for the customer resulting from the phone calls. The incumbent will also process and resolve the minor applications using the Codes and Standards Automated System (CASAS).

*Candidate may choose to work either 8 a.m.-5 p.m. with a 60 minute lunch or 8:30 a.m.-5:00 p.m. with a 30 minute lunch.

**DESIRABLE
QUALIFICATIONS:**

- * Must be dependable and reliable
- * Ability to learn quickly and retain knowledge
- * Ability to work quickly and accurately under pressure
- * Ability to communicate well with others both verbally and in writing
- * Ability to write neatly and legibly, using proper punctuation and grammar
- * Ability to handle detailed and diversified work
- * Ability to explain laws, manuals, code books, and other departmental policies.
- * Ability to operate a personal computer, fax machine, copier, and other office equipment.

LOCATION:

Department of Housing & Community Development
Division of Codes & Standards, Registraton & Titling Program
1800 3rd ST,
Sacramento, CA 95814

WHO MAY APPLY:

Persons currently at the Program Technician level or who have eligibility for appointment or transfer to this classification. If you are not currently in this classification, please submit evidence of your eligibility with your application. Please indicate on your application that you are applying for a position in the Call Center.

Appointment is subject to SROA and State Surplus policies and the Department of Finance hiring freeze process.

Additional hires may be made from this bulletin if positions become available.

**SUBMIT RESUME &
APPLICATION TO:**

Debra Hawley, Mobilehome Registration Supervisor III
Registration & Titling Program
PO Box 2111
Sacramento CA 95812-111
(916) 323-9252
An Equal Opportunity employer, a drug-free and safe work place.

California Relay (telephone) Services for the Deaf or Hearing-Impaired
From TDD phones: 1-800-735-2929 From voice phones: 1-800-735-2922

Position # 401-850-9927-901**HCD #651 12-17****January 15, 2003****JOB OPPORTUNITY**

